Reset My Password (Help ME!!!!!!)

I recently reset my NWSChat password, but Pidgin (or any other chat program) will not let me into the system and now my chat program is reporting errors. What is wrong and how can I fix this?

A. Overview: Troubleshooting a problem like this is actually a two step process. First, we will take Pidgin, or whatever chat program you're using out of the loop and see if you can access the NWSChat Online Tools. Then, depending upon the results of that step, you'll either need to change your password again on the website and the password saved in Pidgin, or you have the just have the old password saved in Pidgin and you need to enter the new password in Pidgin.

Detailed Steps (Testing your password on the NWSChat website):

1. Open another instance of your web browser by clicking this link: NWSChat website.
2. On the right side, you'll see an entry area called "Access Online Tools". In the first field, enter that part of your NWSChat username before the "@" symbol, e.g. media-wendy.day, em-will.b.safe, etc. In the second field, enter what you believe is your current NWSChat password, and finally click the login button.

In a few seconds, your browser will display *one of two possible outcomes*:

1. An error message, stating your login was incorrect. This either means you did not type in the correct username or the correct password. Try steps one and two (immediately above) again. If it fails once again, and you are 100% sure you are using the correct username, then this means you do not know your recently updated password. What has likely happened is that the last time you changed your NWSChat password, you mis-typed it twice in the password change dialog box. The NWSChat Administration Team has seen this occur many times.
   1. To remedy, point your browser to the Password Reset page and follow the on-screen instructions. Once you've updated your password, come back to this page to once again test your password on the site (above, steps 1 and 2).
   2. **Remember: You will need to change the password that Pidgin has saved for you. See the steps below to accomplish that task.**
2. You've reached this point if you can in fact access the Online Tools and you see the *Current Tools,* of which there may be four or five items, depending upon your privileges; however, you're unable to get Pidgin to

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login. Instead, when you start Pidgin (or any chat client you might be using), all you get are error messages.

1. In this case, you've likely told your chat application to save your password. *Although this is against recommended security practices,* the NWSChat Administration Team has nonetheless found, when helping users, they have allowed their password to be saved.
2. To remedy, you must change the password your chat application has saved. In Pidgin, do this by clicking the Accounts menu, then Manage Accounts. A new window will open. Highlight your account (single left-click over the account name), then click the Modify button.
3. A new window will open. Clear out the Password field and type in your new password. Click the Save button.
4. Now, back in the Accounts window that should still be displayed, put a checkmark in the small square left of your account name. If there is a checkmark already there, click it off and then back on.
5. Pidgin should now log you onto NWSChat.
6. You may close the Accounts window by clicking the Close button.

You should have no more problems logging into NWSChat with Pidgin until you change your password again.